

DMH Satisfaction Survey Results

Consumer Satisfaction - 2001

Alcohol and Drug Abuse Services/ Comprehensive Psychiatric Services (Community Services)

Demographics

		Total Served ^a								
		2001 Total ADA/CPS	2000 Total ADA/CPS	1999 Total ADA/CPS	2001 Total ADA	2000 Total ADA	1999 Total ADA	2001 Total CPS	2000 Total CPS	1999 Total CPS
SEX	Male	52.6%	49.3%	46.7%	65.5%	59.9%	44.4%	46.8%	46.2%	47.3%
	Female	47.4%	50.7%	53.3%	34.5%	40.1%	55.6%	53.2%	53.8%	52.7%
RACE	White	76.3%	77.8%	76.0%	68.7%	68.4%	66.7%	79.7%	80.6%	78.6%
	Black	21.4%	19.9%	21.9%	29.2%	30.0%	31.7%	17.9%	17.0%	19.1%
	Hispanic	0.5%	0.4%	0.1%	0.6%	0.3%	.4%	0.5%	.5%	^b
	Native American	0.4%	0.3%	0.0%	0.5%	0.4%	.5%	0.4%	.3%	^b
	Pacific Islander	0.1%	0.1%	-	0.1%	0.2%	-	0.1%	^c	-
	Other	^d 1.2%	1.5%	0.9%	0.6%	0.8%	.7%	1.5%	1.6%	2.3%
AGE	0-17	13.9%	13.1%	11.7%	9.5%	10.7%	5.9%	15.9%	13.8%	13.4%
	18-49	68.3%	68.8%	68.9%	84.1%	84.7%	88.5%	61.2%	64.1%	63.3%
	50+	17.8%	18.1%	19.4%	6.4%	4.6%	5.6%	22.9%	22.1%	23.3%

^a The demographic statistics in the columns marked Total Served are based on the number of people served in April 2001 according to DMH billing records.

^b The state classified Hispanic and Native American in the "other" category for 1998 and 1999.

^c The state classified Pacific Islander in the "other" category for 2000.

^d "Biracial" and "Oriental" are included in the "Other" category.

Demographics

		Total Survey Returns ^a								
		2001 Total ADA/CPS	2000 Total ADA/CPS	1999 Total ADA/CPS	2001 Total ADA	2000 Total ADA	1999 Total ADA	2001 Total CPS	2000 Total CPS	1999 Total CPS
SEX	Male	49.2%	47.6%	46.2%	58.7%	59.8%	55.3%	43.8%	41.3%	40.6%
	Female	50.8%	52.4%	53.8%	41.3%	40.2%	44.7%	56.2%	58.7%	59.4%
RACE	White	77.3%	80.0%	76.3%	66.9%	72.3%	66.5%	83.2%	84.0%	82.4%
	Black	17.0%	15.3%	19.1%	28.0%	21.9%	29.7%	10.8%	11.9%	12.4%
	Hispanic	1.1%	1.1%	1.0%	1.3%	1.6%	1.1%	1.0%	0.8%	1.0%
	Native American	1.5%	1.6%	2.1%	1.4%	1.9%	1.1%	1.6%	1.5%	2.7%
	Pacific Islander	0.1%	0.2%	-	0.1%	0.2%	-	0.1%	0.1%	-
	Other	3.0%	1.8%	1.5%	2.3%	2.1%	1.5%	3.4%	1.6%	1.5%
AGE	0-17	10.8%	9.7%	10.2%	13.9%	13.0%	11.5%	9.0%	8.0%	9.4%
	18-49	70.8%	70.9%	73.1%	79.5%	79.7%	81.9%	65.8%	66.4%	67.6%
	50+	18.4%	19.3%	16.7%	6.6%	7.3%	6.6%	25.1%	25.6%	23.0%

Sample Size

*Information is based on the number of returned forms
and the number of people served according to DMH billing records.*

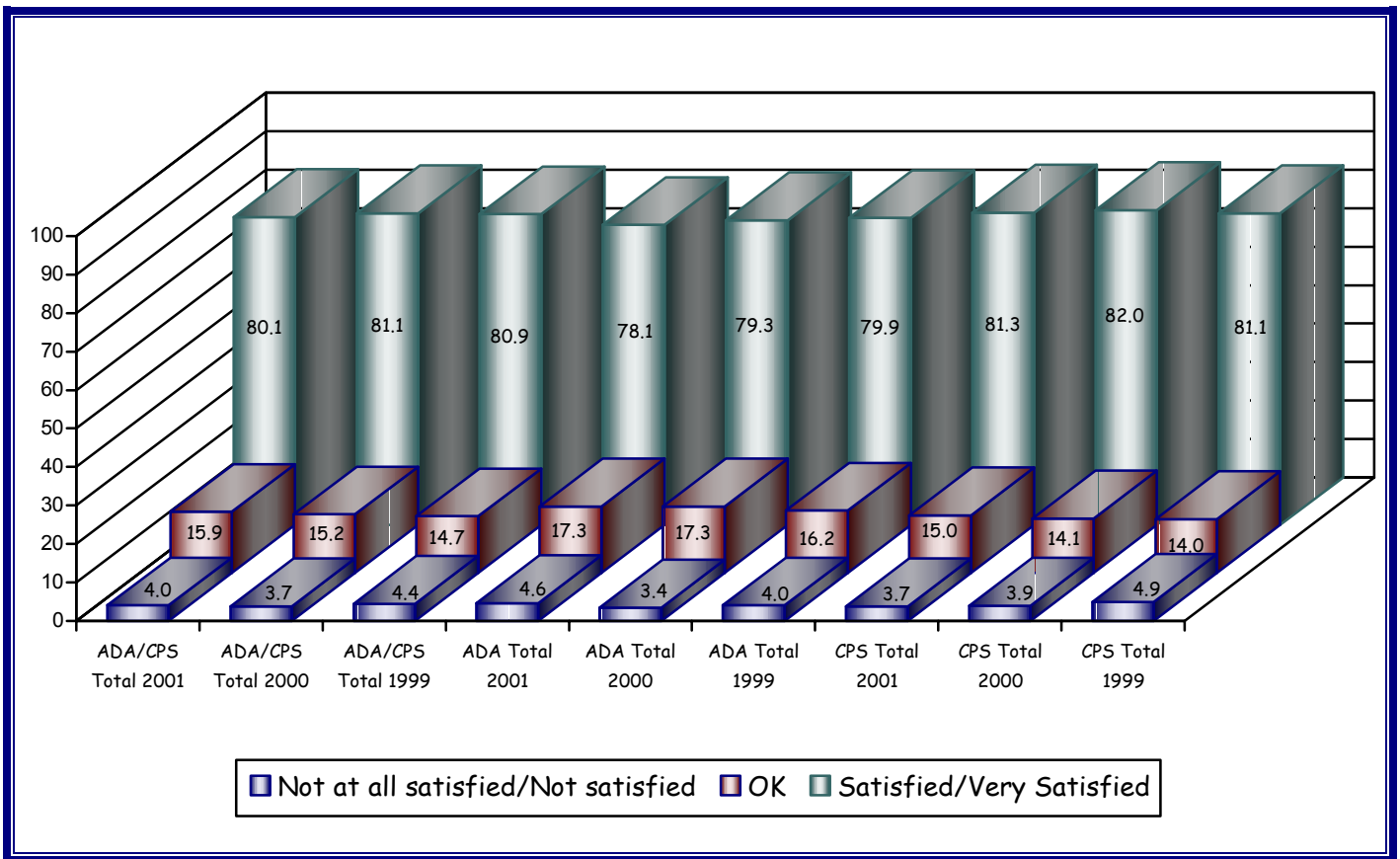
	Number Served	Number Forms Returned	Percent of Served Returned
ADA/CPS Total 2001	36382	8365	23.0%
ADA/CPS Total 2000	32566*	5225	16.0%
ADA/CPS Total 1999	25710	3693	14.4%
ADA Total State 2001	11246	3037	27.0%
ADA Total State 2000	9142*	1972	21.6%
ADA Total State 1999	6559	1419	21.6%
CPS Total State 2001	25136	5328	21.2%
CPS Total State 2000	24637*	3815	15.5%
CPS Total State 1999	19151	2274	11.9%
* Unduplicated Count			

Services for the Deaf or Hard of Hearing

The following represents the percentage of affirmative responses for each item. Item 1(a) "Do you use sign language?" reflects the percent of only those who are deaf or hard of hearing who use sign language. Item 1(b) "Did this agency have signing staff?" reflects the percentage of agencies that deaf or hard of hearing consumers identified as having signing staff available for those who use sign language.

	Total ADA/CPS	ADA	CPS
1. Are you deaf or hard of hearing?	7.8%	5.9%	8.9%
1(a). If yes, do you use sign language?	9.6%	6.7%	10.6%
1(b). If yes, did this agency have signing staff?	12.1%	63.6%	9.4%
2. Did this agency use interpreters?	14.5%	50.0%	12.6%

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Statewide, 80.1% of the consumers of the Division of Alcohol and Drug Abuse (ADA) and the Division of Comprehensive Psychiatric Services (CPS) who responded to the survey were "satisfied" or "very satisfied" with the services they received. This showed a slight decrease from last year.
- The satisfaction ratings for both ADA and CPS were similar over the past three years.

Satisfaction with Services

How satisfied are you . . .	2001 Total ADA/CPS	2000 Total ADA/CPS	1999 Total ADA/CPS	2001 Total ADA	2000 Total ADA	1999 Total ADA	2001 Total CPS	2000 Total CPS	1999 Total CPS
with the staff who serve you?	4.28 (8141)	4.28 (5589)	4.31 (3620)	4.22 (2965)	4.22 (1915)	4.26 (1391)	4.31 (5176)	4.32 (3674)	4.34 (2229)
with how much your staff know about how to get things done?	4.17 (8086)	4.16 (5525)	4.20 (3591)	4.07 (2961)	4.08 (1911)	4.15 (1393)	4.23 (5125)	4.20 (3614)	4.23 (2198)
with how staff keep things about you and your life confidential?	4.31 (8042)	4.30 (5514)	4.33 (3583)	4.27 (2960)	4.21 (1919)	4.30 (1382)	4.34 (5082)	4.36 (3595)	4.35 (2201)
that your treatment plan has what you want in it?	4.15 (7996)	4.16 (5490)	4.16 (3587)	4.11 (2933)	4.11 (1907)	4.19 (1379)	4.17 (5063)	4.19 (3583)	4.14 (2208)
that your treatment plan is being followed by those who assist you?	4.20 (7985)	4.21 (5459)	4.22 (3576)	4.15 (2924)	4.16 (1898)	4.19 (1383)	4.22 (5061)	4.24 (3561)	4.24 (2193)
that the agency staff respect your ethnic/cultural background?	4.33 (7771)	4.35 (5308)	4.36 (3465)	4.30 (2907)	4.29 (1876)	4.32 (1364)	4.35 (4864)	4.39 (3432)	4.39 (2101)
with the services that you receive?	4.26 (8062)	4.26 (5532)	4.27 (3584)	4.19 (2955)	4.20 (1915)	4.25 (1386)	4.30 (5107)	4.30 (3617)	4.28 (2198)
that services are provided in a timely manner?	4.16 (7201)	4.17 (4988)	4.14 (3611)	4.03 (2079)	4.08 (1373)	4.06 (1394)	4.22 (5122)	4.20 (3615)	4.19 (2217)

The first number represents a mean rating.
Scale: 1=Not at all satisfied . . . 5=Very satisfied.
The second number represents the number responding to this item.

Some of the key findings were:

- **Statewide, people served by the Division of Alcohol and Drug Abuse and the Division of Comprehensive Psychiatric Services reported that they were satisfied with the services they received in 1999, 2000 and in 2001. All ratings were above a 4.00 ("satisfied").**
- **Consumers were most satisfied each year with the staff's respect of ethnic and cultural backgrounds (means of 4.33 in 2001, 4.35 in 2000 and 4.36 in 1999).**
- **Consumers were least satisfied with the content of the treatment plan in 2001. In 2000, the lowest satisfaction was with how much staff know about how to get things done and with the content of the treatment plan (means of 4.16). In 1999, services being provided in a timely manner was given the lowest satisfaction rating (mean of 4.14).**

Satisfaction with Quality of Life

How satisfied are you . . .	2001 Total ADA/CPS	2000 Total ADA/CPS	1999 Total ADA/CPS	2001 Total ADA	2000 Total ADA	1999 Total ADA	2001 Total CPS	2000 Total CPS	1999 Total CPS
with how you spend your day?	3.56 (8046)	3.54 (5492)	3.60 (3535)	3.70 (2948)	3.69 (1904)	3.72 (1390)	3.47 (5098)	3.47 (3588)	3.52 (2145)
with where you live?	3.69 (7996)	3.70 (5468)	3.74 (3532)	3.74 (2928)	3.77 (1885)	3.77 (1387)	3.66 (5068)	3.65 (3583)	3.72 (2145)
with the amount of choices you have in your life?	3.51 (8035)	3.50 (5491)	3.58 (3532)	3.65 (2952)	3.63 (1917)	3.76 (1395)	3.43 (5083)	3.44 (3574)	3.47 (2137)
with the opportunities/chances you have to make friends?	3.64 (7995)	3.63 (5477)	3.70 (3529)	3.85 (2943)	3.82 (1907)	3.88 (1387)	3.52 (5052)	3.53 (3570)	3.59 (2142)
with your general health care?	3.71 (7947)	3.74 (5436)	3.76 (3520)	3.74 (2909)	3.80 (1872)	3.80 (1377)	3.69 (5038)	3.70 (3564)	3.73 (2143)
with what you do during your free time?	3.61 (8017)	3.60 (5477)	3.62 (3521)	3.75 (2941)	3.74 (1897)	3.74 (1381)	3.53 (5076)	3.52 (3580)	3.55 (2140)
How safe do you feel . . .									
in your home?	4.07 (7804)	4.06 (5504)	4.09 (3516)	4.24 (2914)	4.26 (1897)	4.24 (1368)	3.97 (4890)	3.96 (3607)	4.00 (2148)
in your neighborhood?	3.88 (7744)	3.90 (5457)	3.91 (3510)	4.01 (2920)	4.08 (1894)	4.02 (1371)	3.80 (4824)	3.81 (3563)	3.84 (2139)
<p>The first number represents a mean rating. Scale: (items 9-14): 1=Not at all satisfied . . . 5=Very satisfied. Scale: (items 15-16): 1=Not at all safe . . . 5=Very safe. The second number represents the number responding to this item.</p>									

Some of the key findings were:

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services.
- Consumers were most satisfied each year with safety in their home (means of 4.07 in 2001, 4.06 in 2000 and 4.09 in 1999).
- Consumers were least satisfied each year with the amount of choices they have in their lives (means of 3.51 in 2001, 3.50 in 2000 and 3.58 in 1999).

Comparison by Gender in ADA and CPS Non-Residential Settings Combined

The analysis compared the responses of consumers to the satisfaction survey questions by gender. Females in combined settings were more satisfied with their services. Males were more satisfied with six quality of life items:

- With how you spend your day?
- With the opportunities you have to make friends?
- With your general health care?
- With what you do in your free time?
- With how safe you feel in your home/agency?
- With how safe you feel in your neighborhood?

How satisfied are you...	Sex		Significance
	Male	Female	
With the staff who serve you?	4.22 (3323)	4.35 (3635)	F(1,6956)=36.474, p<.001
With how much your staff know how to get things done?	4.12 (3294)	4.25 (3608)	F(1,6900)=35.793, p<.001
With how staff keep things about you and your life confidential?	4.27 (3274)	4.37 (3590)	F(1,6862)=17.249, p<.001
That the treatment plan has what you want in it?	4.09 (3261)	4.21 (3573)	F(1,6832)=29.875, p<.001
that the treatment plan is being followed by those who assist you?	4.14 (3266)	4.26 (3562)	F(1,6826)=29.578, p<.001
That the staff respect your ethnic and cultural background?	4.27 (3172)	4.40 (3442)	F(1,6612)=36.417, p<.001
With the services you receive?	4.21 (3293)	4.33 (3595)	F(1,6886)=30.025, p<.001
That services are provided in a timely manner?	4.11 (3300)	4.23 (3607)	F(1,6905)=27.727, p<.001
With how you spend your day?	3.60 (3283)	3.49 (3590)	F(1,6871)=21.203, p<.001
With the opportunities you have to make friends?	3.65 (3263)	3.55 (3561)	F(1,6822)=13.660, p<.001
With your general health care?	3.77 (3230)	3.61 (3556)	F(1,6784)=36.477, p<.001
With what you do in your free time?	3.69 (3279)	3.50 (3574)	F(1,6851)=44.976, p<.001
With how safe you feel in your home/agency?	4.13 (3162)	3.99 (3502)	F(1,6662)=29.272, p<.001
With how safe you feel in your neighborhood?	3.94 (3142)	3.80 (3460)	F(1,6600)=26.037, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

Comparison of Race/Ethnic Background in ADA and CPS Non-Residential Settings Combined

The analysis compared the responses of consumers by different racial and ethnic backgrounds on the satisfaction survey items. Overall, Caucasians and Native Americans were more satisfied with services than consumers of other racial and ethnic backgrounds. In general, African Americans and Pacific Islanders were most satisfied with quality of life items.

How satisfied are you...	White	Black	Hispanic	Native American	Pacific Islander	Other	Significance
With the staff who serve you? (a,b,c)	4.33 (5384)	4.18 (1129)	3.97 (77)	4.31 (106)	4.13 (8)	4.04 (202)	F(5,6900)=11.636, p<.001
With how much your staff know how to get things done? (a)	4.22 (5334)	4.10 (1126)	3.95 (76)	4.23 (105)	3.63 (8)	4.05 (199)	F(5,6842)=6.174, p<.001
With how staff keep things about you and your life confidential? (a,c,d)	4.37 (5301)	4.19 (1123)	4.12 (76)	4.45 (104)	4.00 (8)	4.03 (197)	F(5,6803)=12.004, p<.001
That the treatment plan has what you want in it? (a,b)	4.18 (5280)	4.07 (1114)	3.81 (75)	4.16 (106)	3.88 (8)	4.02 (197)	F(5,6774)=5.805, p<.001
That the treatment plan is being followed by those who assist you? (a,b,c)	4.24 (5277)	4.10 (1114)	3.87 (77)	4.19 (105)	3.88 (8)	3.98 (196)	F(5,6771)=8.746, p<.001
That the staff respect your cultural background? (a,b,c)	4.39 (5058)	4.22 (1121)	4.00 (73)	4.32 (103)	3.88 (8)	4.15 (193)	F(5,6550)=12.209, p<.001
With the services you receive? (a,c)	4.31 (5325)	4.18 (1121)	4.05 (75)	4.18 (106)	4.13 (8)	4.01 (202)	F(5,6831)=9.030, p<.001
That services are provided in a timely manner? (a,c)	4.22 (5346)	4.04 (1120)	3.92 (76)	4.08 (106)	3.75 (8)	3.94 (197)	F(5,6847)=10.579, p<.001
With how you spend your day? (a)	3.52 (5318)	3.68 (1123)	3.59 (76)	3.45 (105)	3.88 (8)	3.46 (191)	F(5,6815)=4.839, p<.001
With the amount of choices you have? (a,c,e)	3.45 (5307)	3.63 (1121)	3.59 (76)	3.37 (107)	3.75 (8)	3.31 (192)	F(5,6805)=5.544, p<.001
With the opportunities you have to make friends? (a,e)	3.56 (5275)	3.77 (1116)	3.60 (77)	3.58 (106)	3.63 (8)	3.47 (189)	F(5,6765)=6.755, p<.001
With what you do in your free time?	3.58 (5298)	3.69 (1122)	3.60 (75)	3.34 (105)	4.25 (8)	3.60 (190)	F(5,6792)=3.321, p=.005
With how safe you feel in your neighborhood? (a)	3.91 (5109)	3.75 (1091)	3.89 (70)	3.79 (99)	3.88 (8)	3.67 (181)	F(5,6552)=4.906, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. Scheffe Post-Hoc significance at .05 or less. (a) Interaction between White and Black. (b) Interaction between White and Hispanic. (c) Interaction between White and Other. (d) Interaction between Native American and Other. (e) Interaction between Black and Other.</p>							

Comparison by Age in ADA and CPS Non-Residential Settings Combined

The analysis compared the responses of consumers by three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. Both adults groups were more satisfied with services and their amount of choice than the youth, except for the Youth had the highest mean rates for perception of safety in the home and neighborhood and the satisfaction with general health and what they did in their free time.

How satisfied are you...	0-17	18-49	50+	Significance
With the staff who serve you? (a,b)	4.04 (705)	4.31 (4742)	4.36 (1368)	F(2,6812)=33.995, p<.001
With how much your staff know how to get things done? (a,b,c)	3.89 (700)	4.21 (4701)	4.30 (1358)	F(2,6756)=49.178, p<.001
With how much your staff keeps things about you and your life confidential. (a,b)	4.18 (695)	4.34 (4687)	4.38 (1339)	F(2,6718)=11.609, p<.001
That your treatment plan has what you want on it? (a,b,c)	3.90 (700)	4.17 (4650)	4.25 (1346)	F(2,6693)=32.409, p<.001
That the treatment plan is being followed by those who assist you? (a,b)	3.91 (697)	4.23 (4654)	4.29 (1338)	F(2,6686)=42.256, p<.001
That the agency staff respect your ethnic and cultural background? (a,b)	4.17 (689)	4.36 (4510)	4.39 (1281)	F(2,6477)=16.898, p<.001
With the services you receive? (a,b)	3.99 (701)	4.30 (4699)	4.36 (1350)	F(2,6747)=42.827, p<.001
That services are provided in a timely manner? (a,b,c)	3.89 (696)	4.19 (4715)	4.27 (1357)	F(2,6765)=38.419, p<.001
With where you live? (c)	3.75 (663)	3.63 (4683)	3.80 (1349)	F(2,6692)=12.700, p<.001
With the amount of choices you have? (a,b)	3.31 (658)	3.49 (4711)	3.52 (1359)	F(2,6725)=7.994, p<.001
With the opportunities/chances you have to make friends? (c)	3.64 (658)	3.57 (4682)	3.68 (1345)	F(2,6682)=6.020, p=.002
With your general health care? (a)	3.79 (619)	3.67 (4685)	3.71 (1342)	F(2,6643)=3.469, p=.031
With what you do in your free time? (a)	3.73 (656)	3.57 (4705)	3.62 (1356)	F(2,6714)=6.498, p=.002
With how safe you feel in your home/agency? (a,b)	4.28 (658)	4.05 (4567)	4.00 (1307)	F(2,6529)=17.403, p<.001
With how safe you feel in your neighborhood? (a,b)	4.03 (657)	3.84 (4526)	3.87 (1291)	F(2,6471)=8.306, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. Scheffe Post-Hoc significance at .05 or less (a) Interaction between ages 0-17 and 18-49. (b) Interaction between ages 0-17 and 50+. (c) Interaction between 18-49 and 50+.</p>				

Comparison by Current Living Situation in ADA and CPS Non-Residential Settings Combined

The analysis compared the responses of consumers by the current living situation of the consumer. Those who lived in the residential treatment facility and in group homes had the lowest mean satisfaction ratings on service items, while those in independent settings had the highest satisfaction with service question ratings. Those in residential treatment facilities had the highest ratings on the items related to how they spend their day, the amount of choices they had, and with their opportunities to make friends. Those living with biological parents expressed the greatest satisfaction with where they live among these groups.

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
With the staff who serve you? (a,b,c,d,e)	4.37 (5510)	4.13 (830)	4.11 (968)	4.21 (202)	4.26 (849)	4.21 (437)	F(5,8790)=24.226, p<.001
With how much your staff know how to get things done? (a,b,c,d)	4.25 (5477)	4.10 (819)	4.02 (963)	4.13 (205)	4.11 (844)	4.09 (433)	F(5,8735)=16.699, p<.001
With how staff keep things about you and your life confidential? (a,b,e,f)	4.40 (5440)	4.12 (809)	4.17 (963)	4.25 (204)	4.36 (845)	4.29 (428)	F(5,8683)=21.325, p<.001
That your treatment plan has what you want on it? (a,b,c)	4.22 (5401)	3.99 (817)	4.08 (955)	4.08 (197)	4.08 (839)	4.12 (426)	F(5,8629)=12.606, p<.001
That the treatment plan is being followed by those who assist you? (a,b,c)	4.28 (5401)	4.04 (812)	4.10 (949)	4.16 (198)	4.10 (841)	4.14 (433)	F(5,8628)=17.904, p<.001
That the staff respect your ethnic and cultural background? (a,b,e,f,g)	4.41 (5211)	4.15 (781)	4.18 (940)	4.36 (201)	4.35 (832)	4.34 (425)	F(5,8384)=20.839, p<.001
With the services you receive? (a,b,c,d)	4.35 (5476)	4.14 (809)	4.13 (959)	4.22 (205)	4.18 (842)	4.18 (437)	F(5,8722)=18.775, p<.001
That services are provided in a timely manner? (a,b,c,d)	4.26 (5041)	4.04 (777)	4.03 (584)	3.99 (135)	4.10 (833)	4.09 (397)	F(5,7761)=15.530, p<.001
With how you spend your day?	3.54 (5383)	3.63 (799)	3.64 (943)	3.45 (199)	3.52 (746)	3.61 (406)	F(5,8470)=3.112, p=.008
With where you live? (a,c,d,e,f,h,i,j,k,l,m)	3.77 (5362)	3.58 (797)	3.65 (938)	2.81 (193)	3.97 (738)	3.56 (405)	F(5,8427)=37.046, p<.001
with the amount of choices you have? (h,j)	3.55 (5384)	3.51 (794)	3.61 (941)	3.26 (198)	3.48 (741)	3.42 (410)	F(5,8462)=4.404, p=.001
with opportunities you have to make friends? (a,b)	3.60 (5357)	3.77 (791)	3.81 (941)	3.49 (194)	3.58 (746)	3.65 (404)	F(5,8427)=8.563, p<.001
with your general health care? (a,b,c,i,j,k)	3.70 (5357)	3.84 (789)	3.84 (931)	3.47 (196)	3.87 (715)	3.71 (409)	F(5,8391)=8.923, p<.001
with what you do in your free time? (a,f,i,j)	3.57 (5378)	3.77 (792)	3.69 (935)	3.34 (198)	3.57 (737)	3.59 (406)	F(5,8440)=7.739, p<.001
with how safe you feel in your home/agency? (a,b,c,e,f,h,i,j,k,l,m)	4.11 (5289)	3.97 (756)	3.98 (879)	3.12 (170)	4.36 (766)	4.09 (400)	F(5,8254)=46.124, p<.001
with how safe you feel in your neighborhood? (h,i,j,k,l),	3.92 (5252)	3.86 (736)	3.87 (867)	2.98 (180)	3.98 (761)	3.87 (393)	F(5,8183)=27.331, p<.001

The first number represents a mean rating.

How satisfied are you? Scale: 1=Not at all satisfied . . . 5=Very satisfied.

How safe do you feel? Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

Scheffe Post-Hoc significance at .05 or less

- (a) Interaction between Independent and Group Home.
- (b) Interaction between Independent and RTF.
- (c) Interaction between Independent and Biological Parents.
- (d) Interaction between Independent and Other.
- (e) Interaction between RTF and Biological Parents.
- (f) Interaction between Group Home and Biological Parents.
- (g) Interaction between Group Home and Other.
- (h) Interaction between Independent and Homeless.
- (i) Interaction between Group Home and Homeless.
- (j) Interaction between RTF and Homeless.
- (k) Interaction between Homeless and Biological Parents.
- (l) Interaction between Homeless and Other.
- (m) Interaction between Biological Parents and Other.

Comparison by Whether Resided in Residential Treatment in ADA and CPS Non-Residential Settings Combined

The analysis compared the responses of consumers by whether the individual had lived in a residential treatment facility during the past year. Consumers that had not lived in a residential treatment facility were more satisfied with the services received and where they live. Those who lived in a residential treatment facility were more satisfied with their opportunities to make friends, how they spend their free time, and how safe they feel in their neighborhood.

How satisfied are you...	Residential	Non-Residential	Significance
With the staff who serve you?	4.18 (1826)	4.33 (5019)	F(1,6843)=41.638, p<.001
With how much your staff know how to get things done?	4.07 (1814)	4.23 (4978)	F(1,6790)=41.036, p<.001
With how staff keep things about you and your life confidential?	4.18 (1811)	4.38 (4942)	F(1,6751)=61.208, p<.001
That the treatment plan has what you want in it?	4.04 (1803)	4.19 (4924)	F(1,6725)=34.387, p<.001
that the treatment plan is being followed by those who assist you?	4.09 (1803)	4.25 (4916)	F(1,6717)=35.513, p<.001
That the staff respect your ethnic and cultural background?	4.21 (1767)	4.39 (4743)	F(1,6508)=58.420, p<.001
With the services you receive?	4.15 (1810)	4.32 (4973)	F(1,6781)=46.886, p<.001
That services are provided in a timely manner?	4.04 (1815)	4.22 (4988)	F(1,6801)=43.981, p<.001
With how you spend your day?	3.61 (1813)	3.52 (4956)	F(1,6767)=10.321, p=.001
With where you live?	3.62 (1799)	3.69 (4933)	F(1,6730)=5.110, p=.024
With the opportunities you have to make friends?	3.69 (1797)	3.56 (4920)	F(1,6715)=16.034, p<.001
With what you do in your free time?	3.69 (1805)	3.56 (4940)	F(1,6743)=17.237, p<.001
With how safe you feel in your neighborhood?	3.92 (1691)	3.85 (4812)	F(1,6501)=3.928, p=.048
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			